

ISO - POSITIONING A COMPANY TOWARDS GLOBAL COMPETITIVENESS

ABOUT HOLTEC GAS SYSTEMS, LLC. Thorstein Holt worked in the industrial gas field for 15 years before he decided to start his own company. He knew he could deliver products and services to his customers better, faster and in a different way. Thorstein, wanting to share his level of expertise, officially opened Holtec in Chesterfield, Mo, in 1999. Holtec Gas Systems is an internationally-recognized, experienced designer and supplier of nitrogen generation systems designing fabricated nitrogen generators for a variety of industrial manufacturing, chemical, oil & gas and food & beverage applications worldwide.

THE CHALLENGE. In 2017, the company needed help obtaining ISO registration. The main reason for Holtec to embark on the ISO registration journey was to better position itself to compete for certain jobs and projects as many companies require the ISO credential. Secondly, the company had a desire for its employees to follow standard processes to deliver the projects consistently and efficiently with high-quality products meeting or exceeding their customers requirements and expectations.

MEP CENTER'S ROLE. With the guidance from Missouri Enterprise's LauraLee Rose, Holtec began weeding out documentation that it didn't need and replacing it with better processes. After approximately nine months of Holtec working towards ISO, the Missouri Enterprise team conducted a pre-audit which showed that Holtec was ready. The registrars passed Holtec with flying colors the first time around, giving the company high notes and praise.

As the company approaches its one-year ISO registration anniversary, it prepares for another audit. But because the new processes have been incorporated into the company's culture, Thorstein is more than confident Holtec will maintain the ISO registration.

"We used to come up with new products because we thought we needed to. Now, we have the thought behind it and can streamline and validate product decisions," said Thorstein. "Before we have anyone assemble our products, we now always check for their certification. We have been able to increase efficiency and do more with less. But with demand for our product increasing, followed by a boost in sales, we knew we needed to expand our team. It's a great feeling to know that we are expanding as a result of high efficiency and productivity and not because we are chasing down problems. It's a testament to the ISO process."

"We appreciate the great support we received from LauraLee and the Missouri Enterprise team to bring the professionalism at Holtec to a much higher level. This has helped us improve our processes and be more focused on providing high-quality products that meet or exceed our customers' expectations and needs. Although going through the ISO certification took a lot of hard work, LauraLee managed to keep our spirits up and have some fun while doing it!"

-Thorstein Holt, President of Holtec Gas Systems, LLC.

RESULTS



\$500,000 in new or retained sales



3 new or retained jobs



\$50,000 in cost savings



\$50,000 in new investment

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